

FIG. 1



2/9

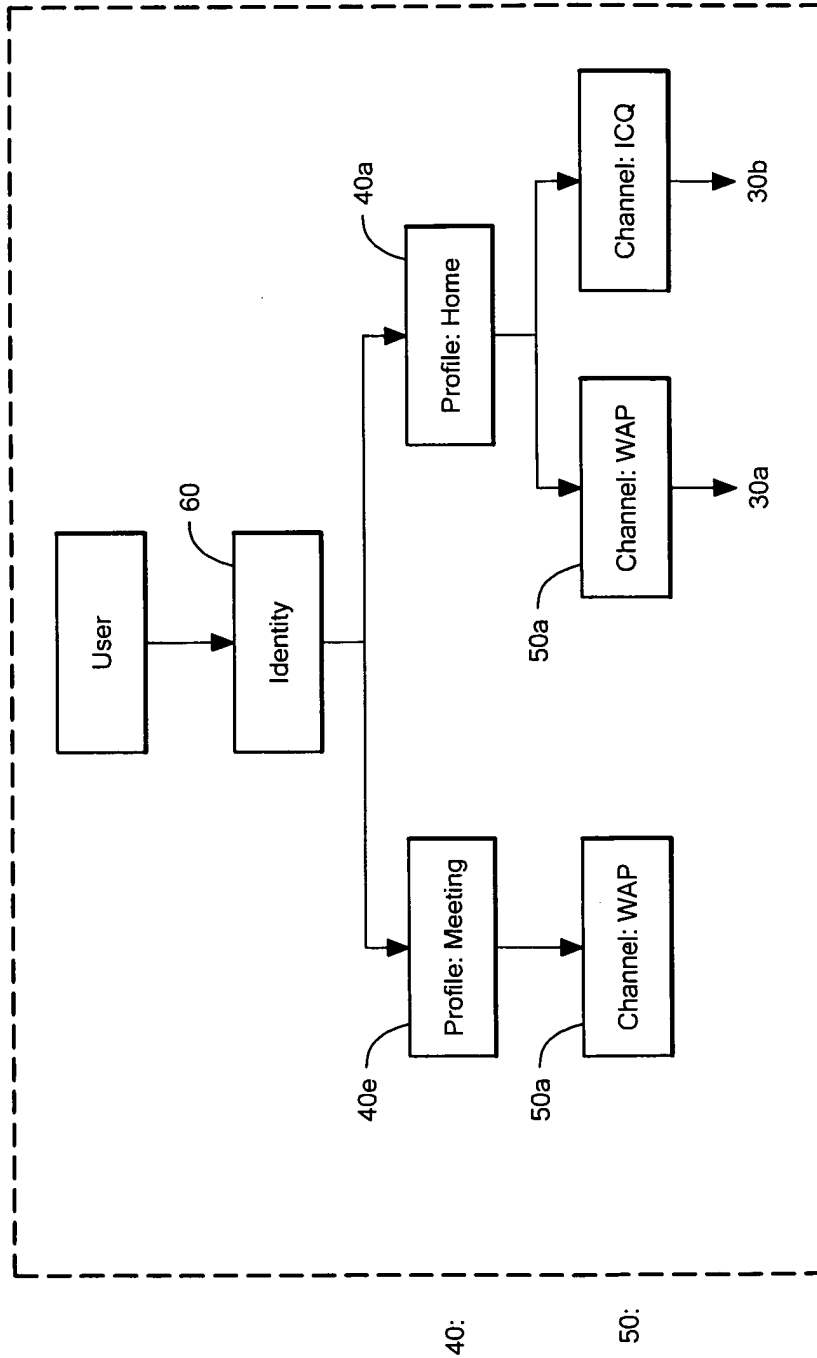
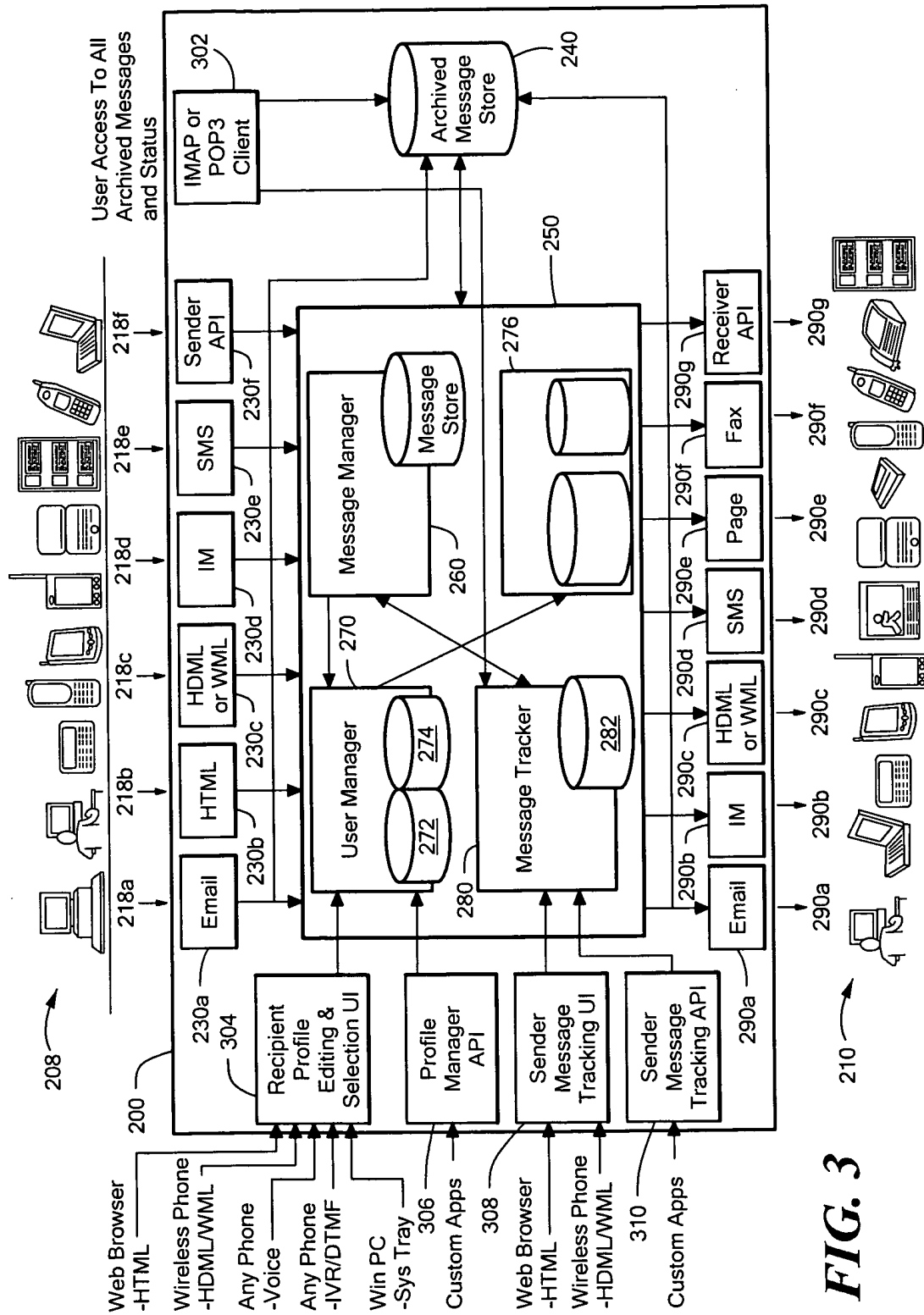


FIG. 2



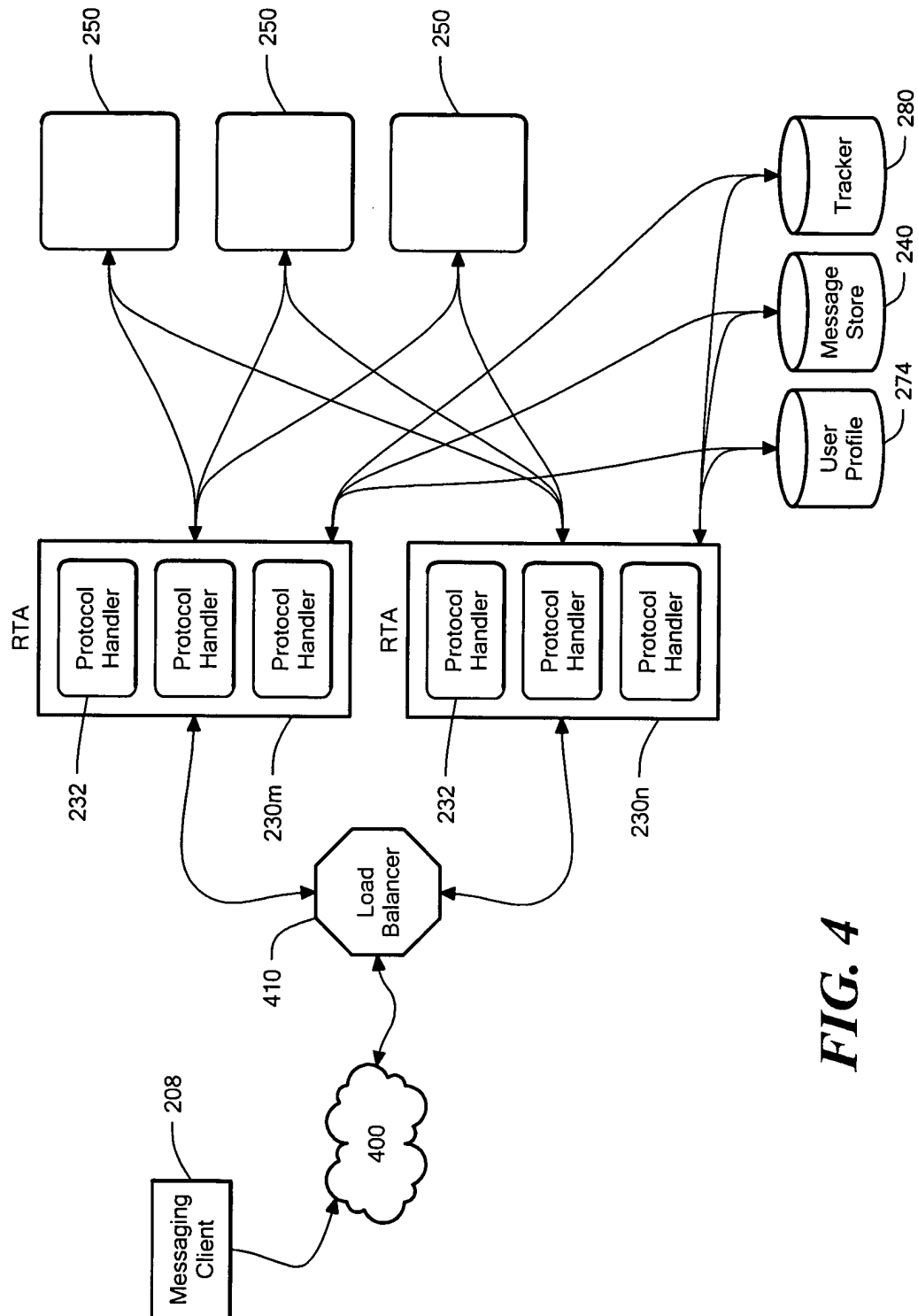
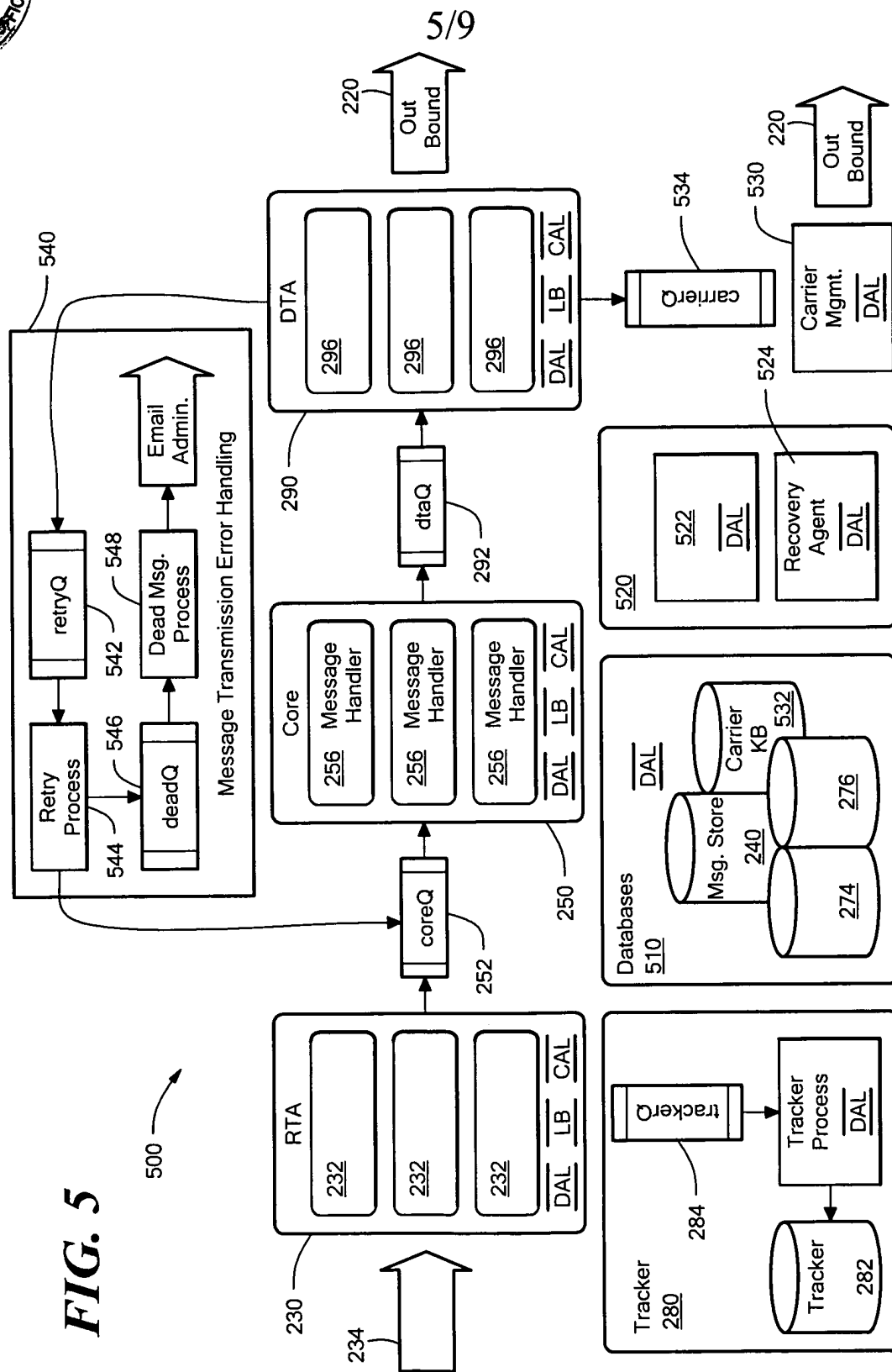


FIG. 4

FIG. 5



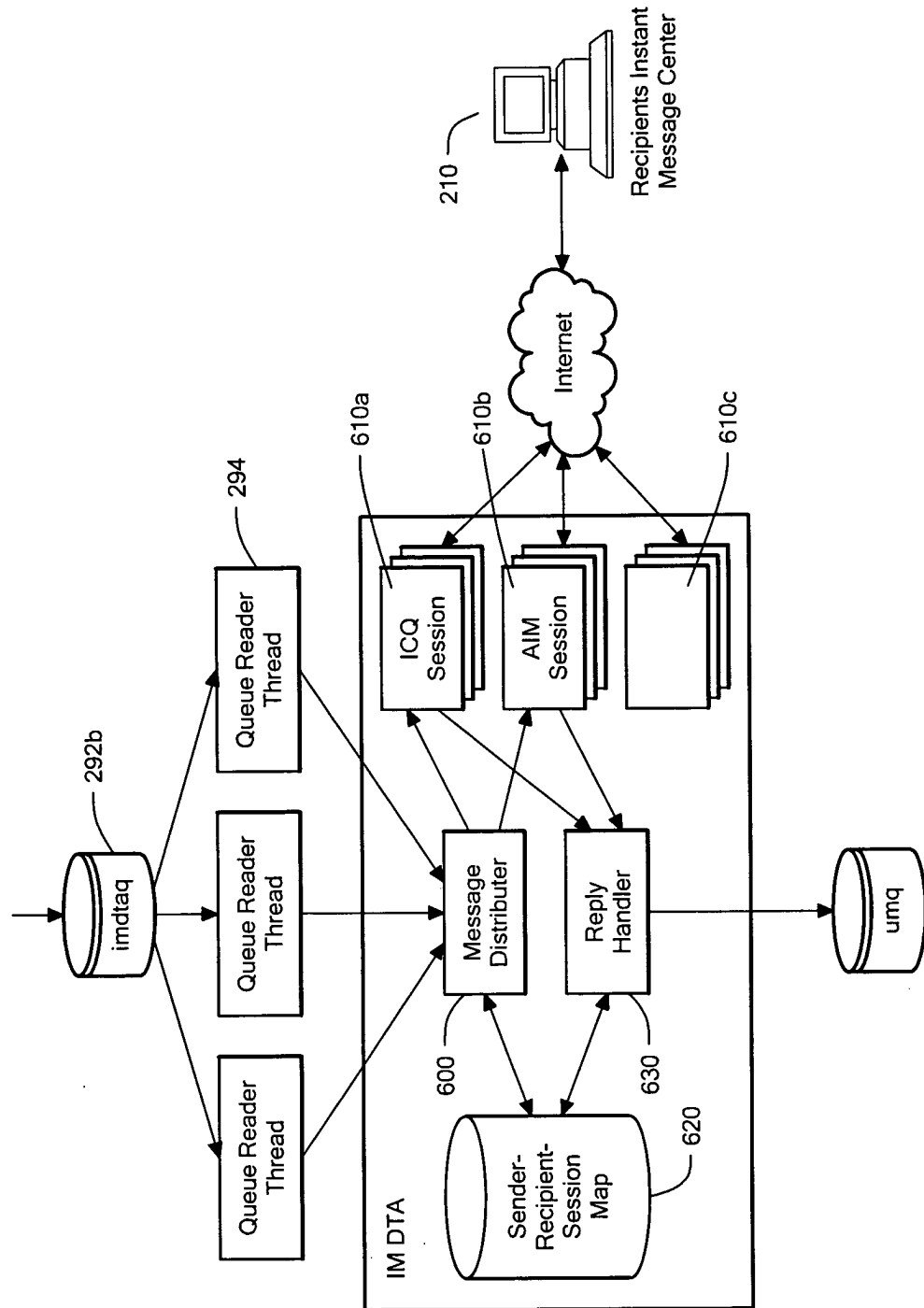


FIG. 6



7/9

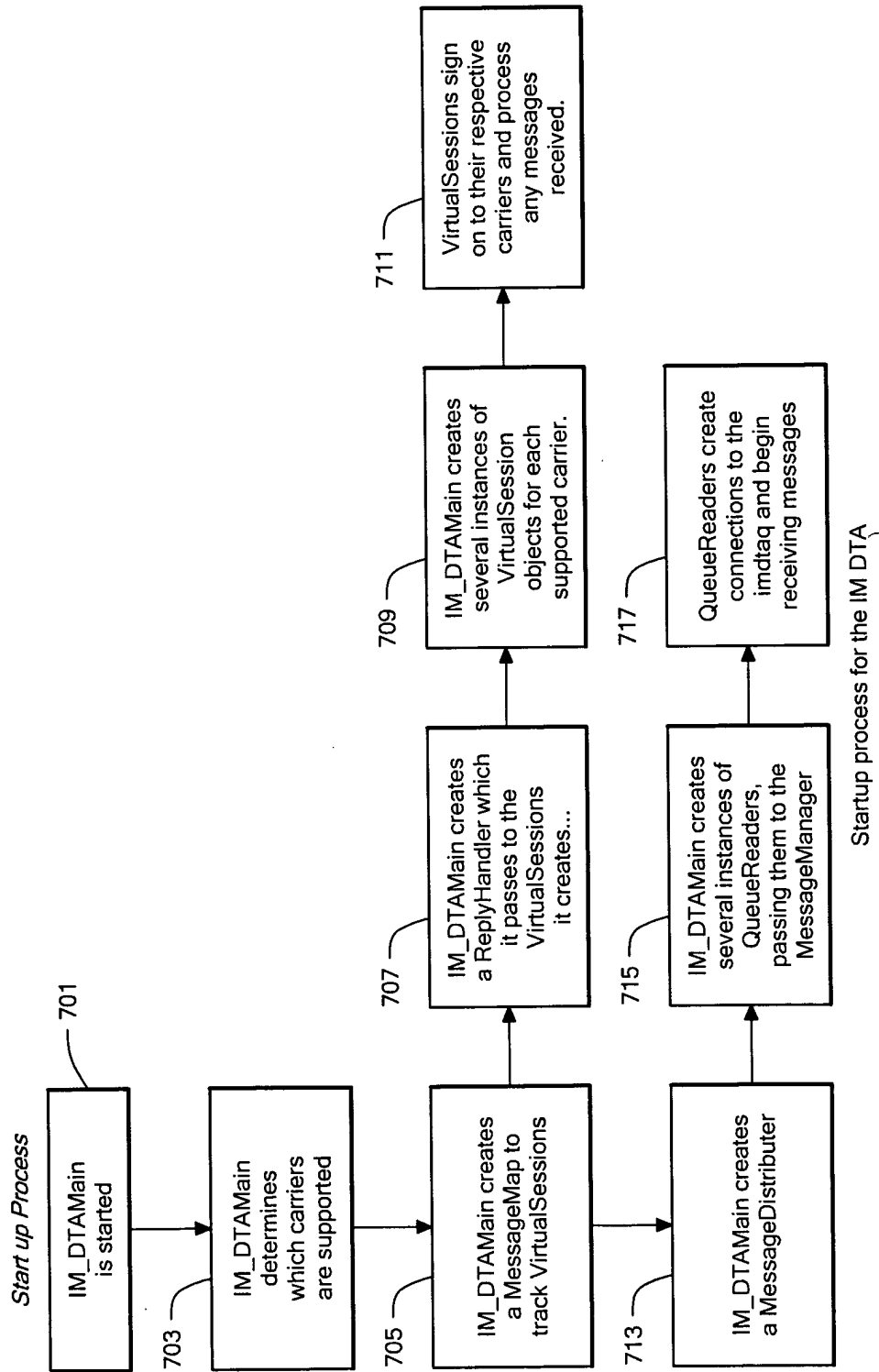
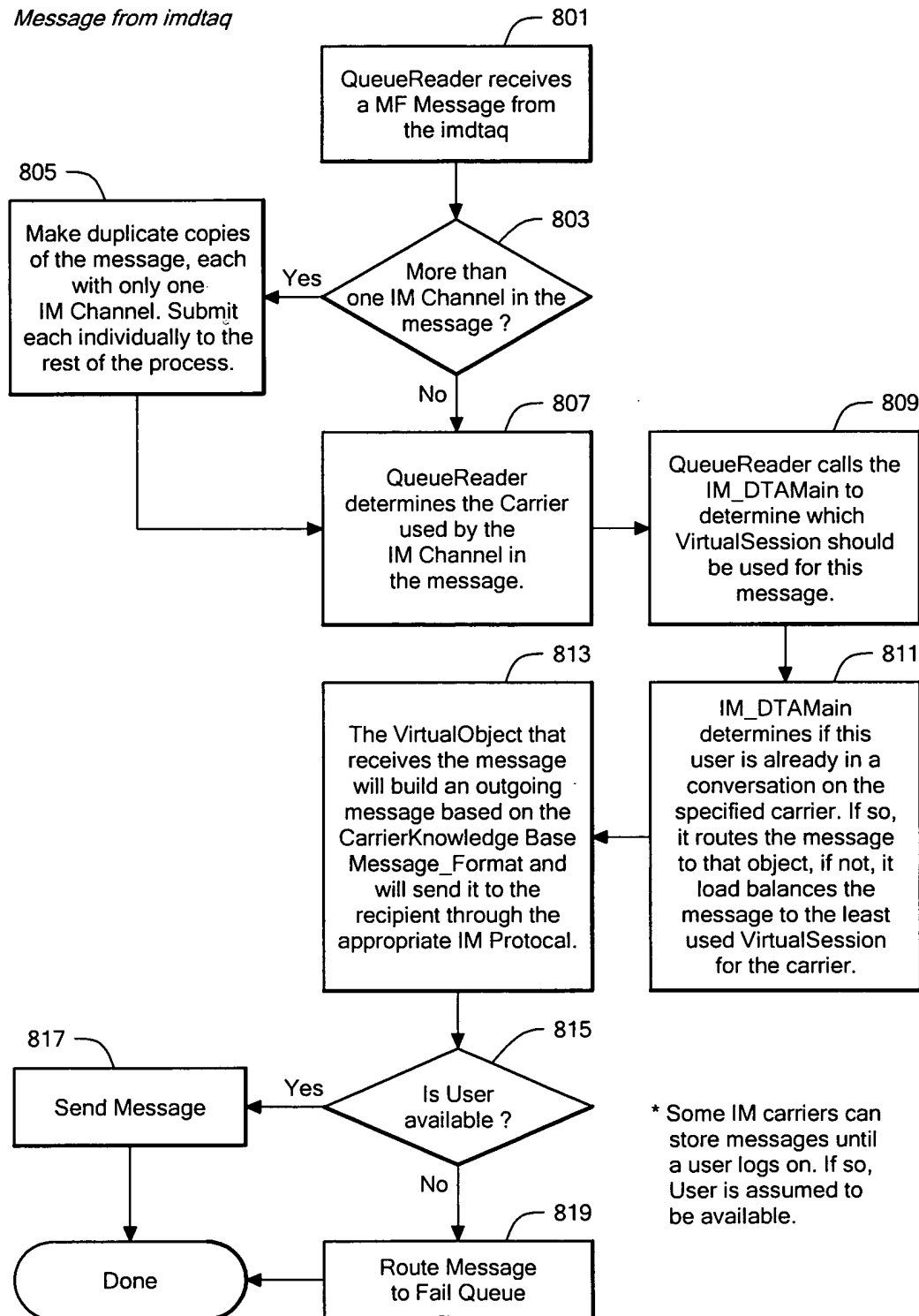


FIG. 7



8/9

Message from imdtaq



* Some IM carriers can store messages until a user logs on. If so, User is assumed to be available.

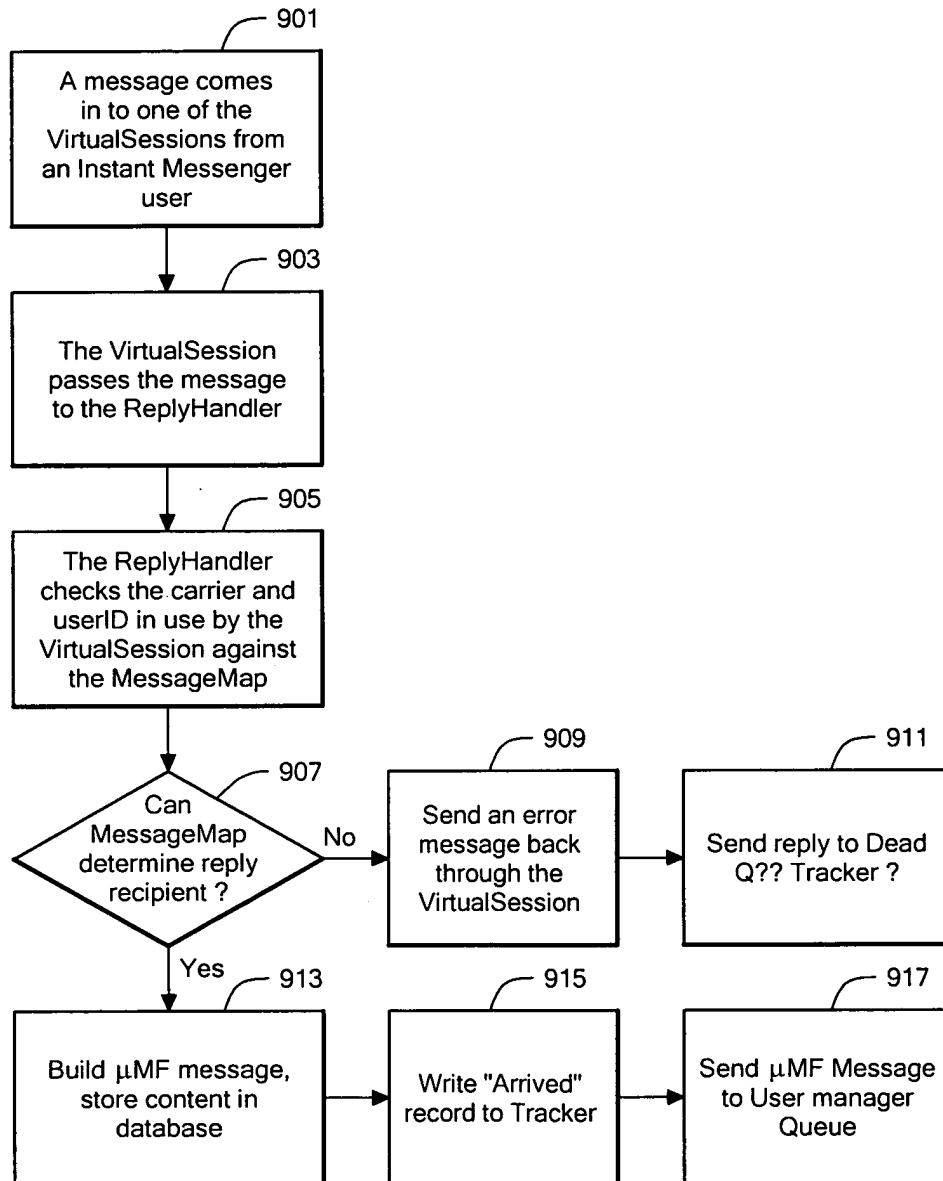
Process flow for handling an incoming message

FIG. 8



9/9

*Reply Received from
IM Client*



Process flow when a reply enters a VirtualSession

FIG. 9